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ORIGINAL

RECEIVED

7547 North Lakeside Lane
[Clearwater Hills]
Paradise Valley, AZ 85253

2011 JAN 13 P 3:03

December 8, 2010

Paul Townsley, President
Arizona-American Water Company
6215 North Cattle Track Road
Scottsdale, AZ 85250-4607

Arizona Corporation Commission

DOCKETED

JAN 13 2011

AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY

Dear Mr. Townsley:

Here is a transcript of an email that I sent a week ago (December 1) to infoaz@amwater.com (the only point of contact that I found on your website).

"Last Saturday (November 27th) there was a serious fire at our immediate neighbor, the Ramsey residence at 7537 N. Lakeside Lane. The Phoenix firefighters had to provide water from tank trucks because there was insufficient pressure in the hydrants.

"I had believed that the multi-million dollar rate increase a couple of years ago to enlarge the Paradise Valley pipes was to prevent this situation.

"What assurance can you give me that our residence has sufficient water-pressure protection?"

Richard Stern
7547 Lakeside Ln (sic)
Account Number: 23-0124900-5
Premise Number: 23-0082276

I did receive the following response, the next morning:

"Dear Mr. Stern,

"Thank you for your contact. Your inquiry has been forwarded to the appropriate department for follow-up.

"Should you have any other questions or concerns, please reply with history to this email or you may contact us by phone at 1-800-383-0834.

Sincerely,
American Water
Customer Service"

Mr. Paul Townsley
December 8, 2010
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With time to reflect and study the situation further, I recall that in 2007 the Arizona Corporation Commission approved a \$17 million high surcharge rate in order that your company could address the mandate of the Town of Paradise Valley to increase your water pressure.

The rate increase definitely occurred. The water pressure increase apparently did not.

What steps did you actually take, and what steps do you intend to take now to rectify this situation? I do not relish having my immediately-adjacent house burn down, too.

I repeat: **What assurance can you give me that our residence has sufficient water-pressure protection?**

Yours truly,

Richard Stern

xc: Kristin K. Mayes, Chair, Arizona Corporation Commission
Mary Lou Reid, Executive Director, Clearwater Hills Improvement Association
Andrew M. Engelhardt, 7537 North Lakeside Lane
Philip Francis, 4469 East Moonlight Way
William Maxey, 7540 North Lakeside Lane

The hastily-prepared December 1
version of this letter was returned
due to an obsolete address,

RDS

Additional copies sent 12/13/10 to

✓ Bob Stump

Paul Newman

Gary Pierce

Sandra D. Kennedy

} Az Corporation Commission